

Performance Agreement

between

The Secretary of Transportation

Rodney E. Slater

and

Federal Motor Carrier Safety Administration

Acting Deputy Administrator

Clyde J. Hart, Jr.

FY 2001

**Federal Motor Carrier Safety Administration
Acting Deputy Administrator
Performance Agreement --Fiscal Year 2001**

I. INTRODUCTION

The Department of Transportation (DOT) serves the United States by ensuring a safe transportation system that furthers our vital national interests and enhances the quality of life of the American people. To accomplish this mission, the DOT balances its efforts around five strategic thrusts: safety, mobility, economic growth, human and natural environment, and national security.

The primary mission of the Federal Motor Carrier Safety Administration (FMCSA) is to save lives and reduce injuries by preventing truck and bus crashes. To accomplish this mission, the FMCSA focuses its efforts on safety regulation and research, encouraging safer practices in commercial operations through training and enforcement, enhancing commercial vehicle and driver standards, improvements to safety infrastructure and technology, and increasing public awareness. The FMCSA works closely in partnership with other federal and state agencies, private organizations, and individuals to undertake these activities.

During 2000, the FMCSA was established as the newest agency in the DOT. As Acting Deputy Administrator of the FMCSA, I will continue to lead the implementation of the national motor carrier safety agenda as outlined in the Transportation Equity Act for the 21st Century and the Motor Carrier Safety Improvement Act. I will support the priority transportation initiatives of the President and the Secretary and the organizational excellence strategies in the DOT strategic plan. I will strive to make the FMCSA a more efficient, innovative, and results-oriented agency. To these ends, this agreement establishes the agency goals and objectives in relation to the overall strategy which the DOT has put forth as its mission in service to the American people.

II. GOALS AND OBJECTIVES -- Federal Motor Carrier Safety Administration

This agreement reflects how the programs and activities of the Federal Motor Carrier Safety Administration will support the accomplishment of the DOT strategic goals and organizational excellence strategies outlined in the fiscal year 2001 Performance Plan. In this section, the relationship of the goals and objectives of the agency to the DOT multi-year goals, the organizational excellence strategies, and the DOT management challenges is presented.

IIA. DOT STRATEGIC GOALS

GOAL 1 – SAFETY. Promote the public health and safety by working toward the elimination of transportation-related deaths and injuries.

DOT Outcome Goals: All

FMCSA Strategic Goal: Sharing Safety Technology (G-1.0.1.d , DOT Flagship Initiative).

To accomplish this goal, the FMCSA will lead in the development and implementation of existing and new emerging safety technologies across all DOT modes.

FMCSA Strategic Goal: Continually improve truck and bus safety (G-1.0.1.e, DOT Flagship Initiative).

To accomplish this goal, the FMCSA will work with other federal and state government agencies, the commercial motor vehicle industry, and other interested groups to promote truck and bus safety by addressing commercial operations and driver performance, vehicle safety, and infrastructure improvements. In addition, a long-term strategy for reducing truck and bus-related fatalities will be submitted to Congress.

FMCSA programs and activities will also support the achievement of the following cross-cutting DOT safety initiatives:

- Safe/Liveable communities (G-1.0.1.a),
- National Safety Conference/DOT Safety Council Initiatives (G-1.0.1.b),
- InfoSharing/Data Standardization (G-1.0.1.c),
- Fatigue/Alertness/Human Factors (G-1.0.1.f),
- Increase seat belt use (G-1.3.1.a), and
- Reduce the number of serious HazMat handling/incidents (G-1.3.7.a).

FMCSA Objectives: - Reduce the number of fatalities in crashes involving large trucks by 50 percent by the end of 2009 using a 1998 baseline of 5,374. (G-1.1.6).

 - Reduce the number of persons injured in crashes involving large trucks 20 percent by the end of 2007 using a 1998 baseline of 127,000. (G-1.2.2).

FMCSA programs and activities will also support the achievement of the following cross-cutting DOT goal indicators:

- Reduce the percentage of highway fatalities that are alcohol-related to less than 34 percent in 2001 (G-1.1.2).

GOAL 2 - MOBILITY. Shape America's future by ensuring a transportation system that is accessible, integrated, efficient, and offers flexibility of choices.

DOT Outcome Goals: All

To accomplish this strategy, FMCSA programs and activities will contribute to the achievement

of the following DOT mobility goals: ITS Deployment (G-2.2.2.a) and Accessibility for All America (G-2.4.1.a).

GOAL 3 - ECONOMIC GROWTH. Advance America's economic growth and competitiveness domestically and internationally through efficient and flexible transportation.

DOT Outcome Goals: All

To accomplish this strategy, FMCSA programs and activities will contribute to the achievement of the following DOT economic growth and trade outcome goals: Corridors and Borders (G-3.0.1.e), Garrett A. Morgan Initiative (G-3.4.1.a), and Small and Disadvantaged Businesses (G-3.5.2.a).

GOAL 4 - HUMAN AND NATURAL ENVIRONMENT. Protect and enhance communities and the natural environment affected by transportation.

DOT Outcome Goals: All

To accomplish this strategy, FMCSA programs and activities will contribute to the following DOT human and natural environment outcome goal: Intelligent Systems (G-4.0.1.c), Livability (G-4.1.0.a), and Advanced Vehicle Technology (G-4.6.1.a).

GOAL 5 - NATIONAL SECURITY. Ensure the security of the transportation system for the movement of people and goods, and support the National Security Strategy.

DOT Outcome Goals: All

To accomplish this strategy, FMCSA programs and activities will contribute to the following DOT national security outcome goals: Critical Infrastructure Protection and Protection Against Unconventional Threats (G-5.1.2.a), and Reduce Flow of Illegal Drugs/Illegal Aliens (G-5.3.0.a).

GOAL 6 - ORGANIZATIONAL EXCELLENCE – Advance the Department's Ability to Manage For Results and Innovation.

DOT Outcome Goals: All

To accomplish this strategy, FMCSA programs and activities will contribute to the achievement of the following DOT organizational excellence goals: Crosscutting Organizational Excellence (G-6.0.1), Improve Customer Satisfaction (G-6.1.0), Improve Employee Satisfaction and Effectiveness (G-6.2.0), and Improve Organizational Performance and Productivity (G-6.3.0).

IIB. DOT MANAGEMENT CHALLENGES

The programs and activities of the FMCSA will contribute to the accomplishment of the

following DOT Management Challenges: Large Truck Safety (G-1.1.6.a), and Hazardous Materials Safety Implementation (G-1.3.7.b).

III. MEASUREMENT OF PERFORMANCE

To measure progress against the stated outcome goals, the FMCSA is committed to achieving measurable results. Planned accomplishments in Fiscal Year 2001 and specific performance measures for the strategic objectives supporting DOT Outcome Goals are provided in Appendix A. These represent the FMCSA priority initiatives that will contribute significantly to the DOT outcome goals and measures identified in the fiscal year 2001 Performance Plan.

IV. DELEGATION OF AUTHORITY AND SUPPORT

In order to accomplish the above described strategic goals, objectives, and performance outcomes, the Acting Deputy Administrator is provided with the following specific authorities and commitments within all applicable laws: authority to carry out the DOT Appropriations Act of 2001; and, generally, those laws listed in 49 USC and 23 USC, applicable agency regulations, the DOT organization manual, and others as may be agreed to with the Secretary.

V. TERMS OF THE AGREEMENT

This agreement is intended to improve the internal management of the Executive Branch and is not intended to and does not create any right to administrative or judicial review, or to any other right, benefit or trust responsibility, substantive or procedural, enforceable at law or inequity by a party against the United States, its agencies or instrumentalities, its officers or employees, or any other person. This agreement reflects our joint commitment to public health and safety, and to creating a DOT that works better, costs less, and fulfills our sacred trust to the American people.

Clyde J. Hart, Jr., Acting Deputy Administrator
Federal Motor Carrier Safety Administration

Rodney E. Slater
Secretary of Transportation

APPENDIX A: PERFORMANCE MEASURES AND PLANNED ACCOMPLISHMENTS WITH FISCAL YEAR 2001 MILESTONES

Major FMCSA programs and activities that support the DOT Strategic Plan, the DOT Performance Plan for Fiscal Year 2001, Presidential and Secretarial Initiatives, and the Performance Agreement are as follows:

I. DOT STRATEGIC GOALS

G-1 SAFETY **Promote the public health and safety by working toward the elimination of transportation-related deaths, injuries, and property damage.**

G-1.0.1 Crosscutting Safety

G-1.0.1.a Safe/Livable Communities (*DOT Flagship Initiative, NHTSA Lead*) - Promote the implementation, in as many American communities as possible, of programs designed to enhance the safety, efficiency and accessibility of all modes of transportation by working with transportation partners at the federal, regional, state and local levels, and with others concerned with quality of life issues, to put in place community improvement processes characterized by:

1. A comprehensive approach to transportation system improvement.
2. Reliance on community-based data to identify the top priority needs for transportation system improvement.
3. Widespread citizen involvement in the identification of needs and programmatic solutions.
4. Formulation of broad partnership coalitions to oversee the implementation of programs.

FMCSA will contribute to this flagship initiative by providing its expertise on issues related to truck and bus safety. *September 2001.*

G-1.0.1.b Safety Council (*DOT Flagship Initiative, OST-P Lead*) - Support a ONE DOT perspective on safety issues with cross-modal significance that will: promote public-private partnerships to demonstrate cost-effective safety technologies; increase promotion of safety education and training programs on an intermodal basis; and initiate strong, timely follow-up actions on issues identified at the March 1999 National Transportation Safety Conference.

FMCSA will contribute to this flagship initiative by providing its expertise on issues related to truck and bus safety. *September 2001.*

- G-1.0.1.c Info Sharing/ Data Standardization (*DOT Flagship Initiative, BTS Lead*)- Determine needed improvements to safety data quality, including addressing recognized gaps in safety data and roadblocks to effective use and analysis of the data. Recommend ways to fill data gaps, improve data quality, and ease use and analysis of data.

FMCSA will report on the following activities in 2001:

- Expand the on-going commercial driver history initiative to improve the completeness and accuracy of driver history files and the exchange of information between State agencies and among states. *September 2001.*
- Develop a nationwide implementation plan with NHTSA to collect data in a manner similar to the Fatality Analysis Reporting system on all reported truck and bus crashes. Form working group and visit 4 states. *July 2001.*

- G-1.0.1.d Sharing Safety Technology (*DOT Flagship Initiative, FMCSA Lead*) - Support development and implementation of existing and new emerging technologies across all modes.

In 2001, the DOT flagship committee led by FMCSA will continue outreach, newsletter articles, exhibits, links to Federal Labs and National Technology Center and others through the DOT Safety Council and the Technology Innovation Committee. This flagship is the focal point in DOT for: 1) developing new safety technology fact sheets from the modes, and 2) evaluating interest in and impacts of the technologies by monitoring the Intranet site and reviewing modal evaluations and user surveys. *September 2001.*

- G-1.0.1.e Improve Truck and Bus Safety (*DOT Flagship Initiative, FMCSA Lead*)- Work with the trucking, rail, and mass transit/pupil transportation industries to promote truck and bus safety in terms of vehicle safety (e.g., mechanical condition of trucks/buses), infrastructure improvements (e.g., high profile grade crossings), and operations (e.g., Commercial Driver License and Hours-of-Service).

FMCSA will report on the following activities and accomplishments in 2001:

- Focused Enforcement
 - Maintain oversight and monitor high-risk motor carriers by conducting an average of 4 to 5 quality compliance reviews per investigator per month, and by completing compliance reviews on all SafeStat A and B carriers. *September 2001.*

- Increase penalties for violators of safety regulations, limit negotiated settlement of fines, and ensure maximum sanctions for repeat offenders. *September 2001.*

- Provide additional Motor Carrier Safety Assistance Program (MCSAP) funding to states to facilitate their efforts to develop a risk-based commercial vehicle safety plan (CVSP) with emphasis on inspection, compliance review and traffic enforcement activities. Use high priority funds to foster improvements in the quality and timeliness of vital safety data. *September 2001.*

- Increase the number of states participating in the Performance Registration Information System Management (PRISM) program by five. *September 2001.*

- Complete an NPRM on a New Entrant program. *May 2001.*

- Improved Operating and Equipment Standards

- Complete the next phase of the driver hours-of-service rulemaking. *September 2001.*

- Issue NPRM to require states to record all convictions for moving traffic violations in any motor vehicle on commercial driver license records in the Commercial Drivers License (CDL) and Commercial Drivers Licenses Information System (CDLIS) programs. Prohibit states from issuing special permits to commercial driver license holders who are disqualified from operating a commercial motor vehicle or whose individual driver license is revoked, suspended, or canceled. *May 2001.*

- Complete an NPRM on North American Cargo Securement Standards to harmonize U.S. rules with Canadian rules. *December 2000*

- Complete NPRM extending FMCSA safety regulations to smaller for-hire passenger vehicles (i.e., transporting 9-15 passengers) making trips over 75 miles. In tandem, publish final rule requiring all smaller for-hire passenger vehicles to mark their vehicles with a U.S. DOT identification number, file a motor carrier ID report and maintain an accident register. *December 2000.*

- Enhanced Safety Information and Technology

- Initiate with NHTSA a truck and bus crash causation study. Begin data collection in 24 sites. *April 2001.*

- Complete an Interim Final Rule to require periodic refiling of all individual motor carrier census records. *December 2000.*

- Complete a NPRM to establish a Unified Carrier Register by regulation and design a system that replaces the current carrier registration system, the licensing and insurance system of the former Interstate Commerce Commission. *May 2001*

- Increased Safety Awareness

- Start the expanded Share the Road Safely campaign. *January 2001.*
- Implement the Safety is Good Business campaign to promote the best safety business practices by small carriers. *April 2001.*

- Improve Foreign Motor Carrier Safety

- Expand efforts to increase the number of inspections in the border area.
- Increase inspection of Mexican trucks at select border crossings and Mexican commercial driver licenses.
- Expand efforts to ensure Mexican motor carriers and drivers are knowledgeable of the U.S. safety and operating authority requirements.
- Expand efforts to exchange data on motor carriers and drivers with Canada and Mexico.
- Implement more effective enforcement procedures affecting foreign motor carriers. *September 2001.*

- Re-authorization:

- Establish a legislative re-authorization work group to begin to identify motor carrier safety issues. *September 2001.*

.0.1.f Fatigue/Alertness/Human Factors (*DOT Flagship Initiative, OST-P Lead*)-

This research initiative will seek to improve our understanding of human factors issues affecting safety, and lead to the development of countermeasures for fatigue and advanced technologies for lifelong learning and operator performance improvement.

FMCSA will contribute its expertise in research on: a) the effects of truck sleeper berth use on alertness and performance; b) the use of fatigue management technologies to improve commercial driver alertness; c) improved approaches to driver scheduling; d) driver adaptation to shift changes and the weekend recovery process following a week of driving; and e) the success of efforts to improve the health and wellness of commercial drivers through fleet-based wellness training. *September 2001.*

.1.2 Reduce the percentage of highway fatalities that are alcohol-related to less than 34% in 2001.

- G-1.1.2.a Alcohol/Drug Programs - Promote SAFE DOT initiatives that increase awareness of health and safety issues in the workplace, including smoking. Emphasize drug and alcohol-free workplace programs in regulated environments and work with industry partners to persuade and assist them in adopting appropriate testing regimes and education programs in non-regulated

environments.

FMCSA will contribute to this flagship initiative by providing its expertise on issues related to truck and bus safety. *September 2001.*

G-1.1.6 Reduce the number of fatalities involving large trucks from 5,374 in 1998 to 4,830 or fewer in 2001. The data below illustrates the historical and projected trends.

1997: 5,398
1998: 5,374
1999: 4,988
2000: 4,934
2001: 4,830

The projected annual reduction in the number of fatalities will be realized by implementing the actions under the Truck and Bus Safety flagship initiative (see G-1.0.1.e).

G-1.1.6.a Large Truck Safety/Management Challenge—Implement a risk-based, systems approach that gets unsafe trucks and operators off the roads.

FMCSA will report on the following activities in 2001:

- Full deployment of Commercial Vehicle Information Systems and Networks technology in 6 states with additional states at various stages of deployment. *September 2001.*
- Accelerate the development of improved braking technology, deploying brake inspection technology, and on-board sensing of other critical safety systems. Complete pilot of a brake-testing device to improve roadside inspections. *September 2001.*
- Limit negotiated settlement costs to extraordinary situations only, so that violators of safety regulations will not view penalties as a cost of doing business. *September 2001.*
- Issue Final rule to establish new operating authority requirements and procedures for Mexican motor carriers and impose new penalties for motor carriers operating beyond their authority. *September 2001.*

G-1.2.2. Reduce the number of injuries involving large trucks from 133,000 in 1997 to 122,000 or fewer in 2001. The data below illustrates the historical and projected trends.

1997: 133,000
1998: 127,000
1999: 142,000
2000: 124,000

2001: 122,000

The projected annual reduction in the number of injuries will be realized by implementing the actions under the Truck and Bus Safety flagship initiative (see G-1.0.1.e).

G-1.3.1 Increase seat belt usage nationwide to 86 percent by 2001 and 90 percent by 2005.

G-1.3.1.a Seat Belt Use and Occupant Protection - Reduce fatalities and injuries through programs such as: Buckle Up America; enactment of primary seat belt laws and strong enforcement initiatives. Additionally, increase seat belt use among airline passengers, especially young children, to reduce injuries in turbulence incidents, and otherwise survivable crashes.

FMCSA will contribute to this flagship initiative by providing its expertise in seat belt use outreach efforts related to truck and bus safety. *September 2001.*

G-1.3.7 Reduce the number of serious hazardous materials incidents in transportation to 401 or fewer in 2001.

G-1.3.7.a. Reduce the number and impact of serious incidents and the likelihood of high consequence hazardous materials transportation events through education, training, technical assistance, and enforcement; encourage industry to develop programs and systems to understand, manage, and reduce risk; target selected high risk areas for enhanced regulatory coverage; and focus on intrastate motor carrier awareness of Federal hazardous materials transportation requirements. *(DOT Flagship Initiative, RSPA Lead).*

FMCSA will contribute to this flagship initiative by serving on intermodal task forces and conducting compliance reviews on hazardous material shippers and high-risk motor carriers transporting hazardous materials. Conduct Shipper Check '01 *April 2001* and Cargo Tank Check '01 *July 2001*. Conduct Cargo Tank Maintenance Facility Check and 10 cargo tank manufacturer reviews. *September 2001.*

G-1.3.7.b DOT-wide HazMat Implementation Management Challenge--Implement findings of HazMat program evaluation including strengthening DOT-wide institutional capacity to coordinate, improved program delivery and better data.

FMCSA will contribute to this initiative through partnerships with other DOT modal administrations and states, and by providing training and education for federal and state staff. Staff will also contribute to RSPA rulemakings impacting safe highway transportation and participate in ONE DOT strike force activities. *September 2001.*

G-2 MOBILITY Shape America's future by ensuring a transportation system that is accessible, integrated, efficient, and offers flexibility of choices.

G-2.2.2: Integrate ITS in 75 of the largest metropolitan areas by 2005. The FY 2001 target is 56.

G-2.2.2.a ITS Deployment (*DOT Flagship Initiative, FHWA Lead*) - Deploy and integrate ITS, and document real-world benefits for passenger and freight movement.

FMCSA will contribute to this flagship initiative by providing its expertise on issues related to the deployment and integration of ITS in commercial motor vehicle operations. Intelligent Vehicle Initiative Commercial Vehicle (IVI/CV) platform activities include operational tests and evaluations of on-board systems designed to enhance vehicle and driver safety. Commercial Vehicle Information Systems and Networks (CVISN) supports electronic data exchange through the use of open standards and communications infrastructure. *September 2001.*

G-2.4.1 Increase the percentage of bus fleet that are ADA compliant to 83% in 2001. Increase the percentage of key rail stations that are ADA compliant to 58% in CY 2001. 100% compliance will be achieved for key rail stations by 2005, and for bus fleet by 2002.

G-2.4.1.a Accessibility for All America - Develop initiatives that address the needs of disabled Americans and highlight the successful implementation of the Americans with Disability Act.

FMCSA will contribute to this flagship initiative by providing its expertise in areas related to truck and bus safety. *September 2001.*

G-3 ECONOMIC GROWTH Advance America's economic growth and competitiveness domestically and internationally through efficient and flexible transportation.

G-3.0.1 Crosscutting Economic Growth and Trade.

G-3.0.1.e Corridors and Borders (*FHWA Lead*)- Improve the safety and efficiency of the movement of people and goods across the U.S.-Canada and U.S.-Mexico borders through investment in infrastructure and information technology improvements.

FMCSA will report on the following activities in 2001:

- Provide continuous training for traffic enforcement officers in drug interdiction and safe roadside inspections. *September 2001.*
- Work with the border states to ensure that they consider inspection facilities and other enforcement needs when applying for federal aid under the Border/Corridor and other federal aid programs. *September 2001.*
- Participate in the development of the International Trade Data Systems (ITDS) in partnership with the U.S. Customs Service to enable the electronic collection, use, and dissemination of international trade transaction data. This system provides for advanced filing by traders and motor carriers so federal agencies can pre-clear cargo, conveyance, and crew before they arrive at a border crossing. *September 2001.*

Transportation & Education- Increase the number of students graduating with transportation-related advanced degrees from universities receiving DOT funding to 1203. As a long-term investment, by the end of CY 2001 reach five million students of all ages through the Garrett A. Morgan Technology & Transportation Futures Program.

- .a Garrett A. Morgan Initiative (*RSPA Lead*) - Increase public awareness of the opportunity in transportation careers by reaching out to students of all ages and providing hands-on information. Through DOT's regional structure, the Morgan Education Round table partners in labor, industry and educational organizations, and the Morgan Program web site, offer career fair/camp/exhibit experiences, apprenticeships, internships, job shadowing opportunities, interactive training and other educational programs.

FMCSA will participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

: Award at least 5% of the dollar value of DOT direct contracts to women-owned business in FY 2001.

FMCSA will coordinate with FHWA to achieve this goal. *September 2001.*

: Award at least 14.5% of DOT direct contracts to small disadvantaged businesses (this target may be further negotiated with SBA).

- .a Small and Disadvantaged Businesses - Expand economic opportunities for small and disadvantaged businesses by ensuring a "level playing field" and fostering equal opportunity in the award of DOT direct contracts and DOT-assisted contracts.

FMCSA will coordinate with FHWA to achieve this goal. *September 2001.*

G-4 HUMAN AND NATURAL ENVIRONMENT

Protect and enhance communities and the natural environment affected by transportation.

G-4.0.1 Crosscutting Human and Natural Environment.

G-4.0.1.c Intelligent Systems (ITS) - Increase ITS deployment, and promote ITS as an alternative to constructing new infrastructure.

FMCSA will contribute to this flagship initiative by providing its expertise on issues related to the deployment and integration of ITS in commercial motor vehicle operations. *September 2001.*

G-4.1.0 Improve the sustainability and livability of communities through investments in transportation facilities.

G-4.1.0.a Livability - Enhance and coordinate programs, as well as education and outreach efforts to make transportation an effective tool to foster livable communities. Establish a virtual DOT Center for Climate Change and Environmental Forecasting to develop DOT-wide strategies. Coordinate Federal initiatives to reduce congestion and pollution in Washington, D.C.

FMCSA staff will participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

G-4.6.1 Reduce on-road mobile source emissions to a target level of 61.4 million tons in 2001.

G-4.6.1.a Advanced Vehicle Technology – Co-sponsor projects of federal, state, and local governments, academia, and U.S. companies to develop, demonstrate, and deploy advanced technologies for U.S. built light-, medium-, and heavy-duty vehicles.

FMCSA staff will participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

G-5 NATIONAL SECURITY

Advance the nation's vital security interests in support of national strategies such as the National Security Strategy and the National Drug Control Strategy by ensuring that the transportation system is secure and available for defense mobility and that our borders are safe from illegal intrusion.

G-5.1.2 Get Threat Information to those who need to act within 24 hours, at least 90% of the

time.

- G-5.1.2.a Critical Infrastructure Protection (PDD-63) and Protection Against Unconventional Threats to the Homeland and Americans Overseas (PPD-62). (*DOT Flagship Initiative, Lead OST-S-60*). Identify threats and vulnerabilities to the nation's critical transportation systems, establish an information-sharing process, and develop effective countermeasures in coordination with the private sector and other federal, state and local agencies.

FMCSA staff will participate in the process by getting threat information provided by OST-60 to their security contacts. *September 2001.*

G-5.3.0 Reduce Flow of Illegal Drugs/Illegal Aliens.

- G-5.3.0.a Reduce Illegal Drugs/ Aliens (*DOT Flagship Initiative, Lead OST-S-60*). Develop a strategy to implement the recommendations of the National Drug Control Strategy, the General Counterdrug Intelligence Plan, and the Arrival Zone Interdiction Plan; and coordinate DPT counterdrug activities throughout the interagency system. The strategy will also include the implementation of mandates set forth in Executive Order 12807 and other Presidential directives dealing with migrant interdiction.

FMCSA staff will train federal, state, and local police officers to determine whether trucks and buses are carrying illegal drugs into the U.S. thru the drug interdiction assistance program. This activity supports both the National Drug Control Strategy and the Arrival Zone Interdiction Plan. *September 2001.*

G-6 ORGANIZATIONAL EXCELLENCE. Advance the Department's ability to manage for results and innovation.

G-6.0.1 Crosscutting Organizational Excellence.

- G-6.0.1.a Working Better Together - Building on the collaborative processes in DOT, we will capitalize on our human resource capacity by achieving and rewarding increased employee experience in multi-modal/ONE DOT activities (includes increasing best practices, recognizing and rewarding ONE DOT contribution, and broadening employee experience).

FMCSA staff will participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

- G-6.0.1.c Managerial and Operational Flexibility - Fully implement and utilize the

Department's waiver and reinvention lab processes and develop additional innovations to achieve outcomes.

FMCSA will assess and make changes as needed to the enforcement tracking system used to monitor enforcement cases. *September 2001.*

G-6.0.1.e Align Enabling Research -- Advance the areas of enabling research identified in the NTSC Transportation and Technology Strategy.

FMCSA staff will participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

G-6.0.1.f Support Labor-Management Partnerships --Support labor-management partnerships throughout the department.

FMCSA staff will participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

G-6.0.1.g Collaborate across Programs – Collaborate across departmental and government programs where partnering advances achievement of mutual goals and interests.

FMCSA will collaborate with other modes to develop its long-term commercial motor vehicle safety strategy. This represents a continuation of an intermodal effort which began with the 1999 DOT commercial motor vehicle safety workshop. *September 2001.*

G-6.1.0 Crosscutting--Improve Customer Satisfaction.

G-6.1.0.a Communications – Improve the usefulness, timeliness and availability of information to 100,000 DOT employees, our partners and constituents.

- FMCSA will continue to increase its participation at national conferences and trade shows.

- Publish the 1999 Large Truck Profile and Crash Overview brochures. *December 2000.*

- Establish a dedicated web site to support public input to its strategy and performance planning project. *December 2000.*

G-6.1.0.b Customer Service Action Plan – Implement Customer Satisfaction Action Plan, including: chartering of new DOT Council, surveying customers, analysis results, pursue improvement plan, and establish continual customer communications.

FMCSA will participate in DOT-sponsored initiatives such as the DOT Customer Service Council and develop program-specific customer surveys and feedback mechanisms, where appropriate. *September 2001.*

G-6.1.1 Percent of customers surveyed who are satisfied with transportation systems performance.

FMCSA will include specific questions related to commercial vehicle safety in the national DOT Omnibus Survey to determine satisfaction with transportation system performance. *September 2001.*

G-6.1.2 Percent of customers surveyed who are satisfied with service provided by department and department staff.

FMCSA will review the results of the national DOT Omnibus Survey to determine service satisfaction. *September 2001.*

G-6.1.2.a Reduce Burden Hours - Take actions that contribute towards achieving a 5% reduction in burden hours (from FY 2000) as determined through the established DOT Information Collection Budget database.

FMCSA staff will participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

G-6.1.2.b Plain Language Initiative -- Provide the public access to reliable, responsive and appropriate information and guidance through the use of Plain Language in all DOT documents and materials.

FMCSA staff will participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

G-6.2.0 Crosscutting – Improve Employee Satisfaction and Effectiveness.

G-6.2.0.a Diversity - Manage diversity under the Department's Managing Diversity Order (1/98), including completing organizational assessments and implementing appropriate interventions.

The FMCSA diversity committee will develop and implement a program for the agency. Staff will also participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

G-6.2.0.b Employee Development - Ensure a continuous learning environment required of all high performing organizations by implementing policies, providing resources and

opportunities that enable all DOT employees to build the job competencies, technical capabilities, leadership and management skills, and organizational knowledge required to achieve strategic goals.

FMCSA will introduce a professional development program. Staff will also participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

- G-6.2.0.c Performance Management/Accountability – Cascade performance agreements to achieve DOT performance goals and to achieve customer and employee satisfaction to all senior managers.

FMCSA executives and managers will develop individual performance agreements with the Deputy Administrator. These agreements will be linked to actions in this Performance Agreement and the Safety Action Plan. The agency will continue to report progress on a quarterly basis for the actions in the performance agreements. *September 2001.*

G-6.2.1 TBD—'01

- G-6.2.1.a Federal Worker 2000 Initiative – Establish employee safety and health (S&H) as a central value in the workplace by implementing S&H programs that achieve the goals established in OAs five year Federal Worker 2000 Plans; and, execute a strategy to increase visibility of OSHA and Workers' Compensation (WC) programs by emphasizing staffing and organizational placement, workplace inspection, correction of deficiencies, employee training, systematic management evaluations, and reduced employee time on WC rolls.

FMCSA staff will participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

- G-6.2.1.b Worklife - Implement worklife policies that support employee needs and enhance their ability to accomplish program objectives.

FMCSA staff will monitor participation levels in DOT-sponsored worklife programs and report progress to the Office of Human Resources Management. *September 2001.*

G-6.3.0: Crosscutting— Improve Organizational Performance and Productivity.

- G-6.3.0.a Workforce Planning - In response to the demands for continued excellence in the workforce of the future, identify, through a pilot organization, workforce needs through 2003, emphasize continuous learning, and expand workforce planning to key occupations.

As part of its long-term strategy and performance plan, FMCSA will provide a report to Congress outlining future staffing needs. In addition, staff will participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

- G-6.3.0.b R&D Strategic Planning - Implement a DOT Transportation R&D plan that aligns R&D investments with the DOT Strategic Plan, satisfies the requirements outlined in TEA-21 and FAA authorization, and supports public-private partnerships for DOT's strategic goals.

FMCSA staff will participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

- G-6.3.0.c Securing IT Systems - Implement a strong program to ensure the protection of DOT owned and operated IT systems. Support the implementation with DOT of the requirements of the Presidential Decision Directive 63 (PDD-63) by working with the FAA and Coast Guard to ensure the timely compliance of identified internal systems.

FMCSA will develop an IT security policy and plan. *September 2001.*

- G-6.3.0.e Twenty-first Century Business Processes - Ensure that DOT makes doing business electronically the standard means of performing buying and paying functions in accordance with the Department of Transportation Assessment and Implementation of Electronic Commerce Initiatives, dated February 1999, updated December 1999.

FMCSA will encourage registered insurance and surety companies and financial institutions to enter certificates of insurance, notices of cancellation, surety bonds, trust fund agreements and other evidence of security at the licensing and insurance web site. *September 2001.*

- G-6.3.0.f IT Access for Disabled Persons - Ensure all DOT IT systems are accessible to all persons with disabilities in compliance with Section 508.

FMCSA staff will participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

- G-6.3.0.g Make E-Gov the Standard - Expand and improve the electronic delivery of DOT services and information to the public and staff.

FMCSA is the pilot agency in the Department for E-Gov initiatives. The agency will report on the following activities in 2001:

- Allow trucking companies and independent drivers to pay for operating certificates, insurance and fines with a credit card thru its Do-It-Yourself (DIY) Internet site. *September 2001.*

- Continue to increase the amount of safety information available to the public at its web site and related sites including the SAFER and the Analysis & Information (A&I) Online web sites. *September 2001.*
- Provide authorized for-hire motor carrier, freight forwarder and property broker licensing and insurance data to the industry and the public. *September 2001.*
- Make the MCS-150 safety registration form available on-line to ensure that the majority of the several hundred thousand forms received each year are filed electronically. *September 2001.*
- Make detailed safety information available on-line for every US interstate carrier, at a reduced rate. *September 2001.*

G-6.3.0.h Regulatory System Improvement – Increase participation in the rulemaking process by all stakeholders. To better communicate with the public and to reduce the regulatory burden issue user-friendly regulations and rewrite as many existing regulations in plain language as resources permit. Conduct training on rulemaking to ensure compliance with new and existing requirements.

FMCSA staff will participate in DOT-sponsored initiatives, where appropriate. *September 2001.*

G-6.3.0.k Performance based Contracting -- Increase the use of performance based service contracting (PBSC) techniques so that by the end of FY 2004, 80% of applicable service contract actions and 80% of applicable service contract dollars will meet PBSC criteria.

FMCSA staff will cooperate with FHWA in implementing DOT-sponsored initiatives, where appropriate. *September 2001.*

G-6.4 New Federal Motor Carrier Safety Administration

G-6.4.1 New Administration.

FY2001 reporting will address activities and accomplishments in the following areas:

- Fully implement the planned organizational structure and staffing, including the SES positions and the full deployment of program and administrative support functions for the new agency. *December 2000.*
- Address the additional needs of the new agency for office space in the headquarters and field offices, including relocating all staff in headquarters into one location. *December 2000.*